



PROGRAM TECHNICIAN II
PROGRAM TECHNICIAN III
Final Filing Date: September 20, 2013

PROMOTIONAL

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER - Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.

EXAMINATION BASE DEPARTMENTAL FOR:

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION (CDCR) including California Prison Industry Authority (CALPIA)

SUBDIVISIONAL FOR: CALPIA

WHO SHOULD APPLY **COMPETITION LIMITED TO STATE EMPLOYEES**
Applicants must have a permanent civil service appointment with one of the subdivisions or departments listed OR must be: 1) a current or former employee of the Legislature for two or more years as defined in Government Code § 18990; OR 2) a non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code § 18992; OR 3) a person retired from the United States Military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235 and 235.2.

NOTE: Applicants applying under Government Code § 18991 must provide documentation of retirement or honorable discharge from the United States Military.

HOW TO APPLY Submit Examination Application (Std. Form 678)

By mail to: **or** **In person at:**
Department of Corrections and Rehabilitation **Department of Corrections and Rehabilitation**
Office of Workforce Planning **Office of Workforce Planning**
P.O. Box 942883 **1515 "S" Street, Room 100-S**
Sacramento, CA 94283-0001 **Sacramento, CA 95811-7243**
(916) 322-2545 **(916) 322-2545**

If you are personally delivering your application, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, on or before the final filing date to the same street address as listed above for the Office of Workforce Planning.

If you meet the entrance requirements for Program Technician II and/or Program Technician III, you may file for one or more examinations on a single application. However, you must list the examination titles of each examination you wish to file for. You will only be considered for acceptance into the examinations that you have listed on your application.

NOTE: Only applications with an original signature will be accepted.

APPLICATION DEADLINE/ REQUIREMENTS **September 20, 2013**, is the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after this date will not be accepted for any reason.

All applicants must meet the education and/or experience requirements for this examination by the final filing date.

TEST DATE Information will be provided to accepted applicants by letter.

SALARY RANGE(S) As of: August 12, 2013

PROGRAM TECHNICIAN II
\$2,638 - \$3,305

PROGRAM TECHNICIAN III
\$2,951 - \$3,696

MINIMUM QUALIFICATIONS **PROGRAM TECHNICIAN II**

Either I
In the California state service, either: (a) 18 months of experience performing duties equivalent in level of responsibility to the class of Program Technician; or (b) 24 months of experience performing duties equivalent in level of responsibility to the class of Office Assistant. (Applicants who have completed all but six months of service performing the duties, as specified above, will be admitted to the examination, but they must complete the total required months of this experience before they can be eligible for appointment.)

Or II
Two years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least

MINIMUM
QUALIFICATIONS
(CONTINUED)

18 months in a position equivalent in level of responsibility to the California state civil service class of Program Technician.)

PROGRAM TECHNICIAN III

Either I
In the California state service, either: (a) 12 months of experience performing duties equivalent in level of responsibility to the class of Program Technician II or Supervising Program Technician I; or (b) 30 months of experience performing duties equivalent in level of responsibility to the class of Program Technician.

Or II
Three years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least one year in a position equivalent in level of responsibility to the California state civil service class of Program Technician II.)

Qualifying experience may be combined on a proportionate basis if the requirements stated above include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates who possess qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

OUT-OF-CLASS EXPERIENCE: A "completion of an out-of-class assignment" memorandum, dated within one year of assignment completion, is required to use as out-of-class experience to meet the minimum qualifications for examination purposes. Employees may obtain this documentation from his/her Institutional Personnel Officer/Personnel Liaison. Out-of-class experience without required documentation will not be considered for examination purposes.

EXAMINATION
PLAN

INTERVIEWS WILL NOT BE HELD. This examination will consist of a Qualifications Assessment weighted 100%. To obtain a position on the eligible list, applicants must achieve a minimum rating of 70% on the Qualifications Assessment.

Candidates who meet the "Minimum Qualifications" will be mailed a Qualifications Assessment designed to elicit a range of specific information regarding each candidate's knowledge, abilities, and potential to effectively perform the duties relative to the classification. **RETURN OF THE QUALIFICATIONS ASSESSMENT IS MANDATORY.** Candidates who do not return the completed Qualifications Assessment will be eliminated from this examination.

Qualifications Assessment -- Weighted 100.00%

Scope: Emphasis in the examination will be on measuring competitively, relative to job demands, each candidate's:

BOTH CLASSIFICATIONS

A. Knowledge of:
1. Modern office methods, equipment, and procedures
2. Appropriate laws, rules, regulations, and policies of the State of California governing the program area(s) for which the examination is being administered

B. Ability to:
1. Perform clerical and technical work
2. Follow directions
3. Evaluate situations accurately and take effective action
4. Learn and apply laws, rules, regulations, procedures, and policies
5. Make arithmetic calculations with speed and accuracy
6. Communicate effectively
7. Meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone

ADDITIONAL ABILITY FOR PROGRAM TECHNICIAN III
8. Work independently with minimal direction

ELIGIBLE LIST
INFORMATION

A departmental promotional eligible list will be established to fill vacancies for CDCR. In addition, a separate subdivisional promotional eligible list will be established to fill vacancies for the subdivision listed above. The list(s) will be abolished **12** months after establishment unless the needs of the service and conditions of the list(s) warrant a change in this period. For each classification listed above, a separate eligible list will be established.

POSITION
DESCRIPTION AND
LOCATION(S)

A Program Technician II is the journey level for this series for the more difficult program specialist work. Under general supervision, incumbents either: (1) review and/or process detailed and technical forms, files, etc., associated with multiple departmental programs or program areas; (2) review and/or process forms, files, etc., associated with a departmental program which requires especially detailed knowledge of the program so that difficult calculations can be made and/or processing can be done in cases where guidelines are not clear; (3) provide sensitive and detailed program information and/or direction to the public, employees, other public jurisdictions, or clients as a significant part of their duties; or (4) any combination of the above. Work is subject to occasional review.

A Program Technician III is the super journey level in this series. Under general direction and with very little day-to-day supervision, incumbents act as an expert staff resource responsible for consultation in the most sensitive and complex program areas and/or are involved in the development of major Program Technician work processes. Assignments at this level may require field work on a regular basis.

Positions exist throughout the state with CDCR and CALPIA

SPECIAL TESTING
ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box on the "Examination Application." You will be contacted to make specific arrangements.

VETERANS POINTS/
CAREER CREDITS

Veteran's Preference Points and career credits are not granted in promotional examinations.

GENERAL INFORMATION

It is the candidate's responsibility to contact CDCR's Office of Workforce Planning at (916) 322-2545 three weeks after the final filing date if he/she has not received a progress notice.

Applications are available at CDCR offices, State Personnel Board offices and local offices of the Employment Development Department and online at <http://jobs.ca.gov/Profile/StateApplication>.

The Department of Corrections and Rehabilitation reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned changed. Such revisions will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: If this examination requires a written test and/or oral interview, they will be scheduled throughout the State at the correctional institutions, youth facilities, and/or parole regions. However, locations of the written test and/or oral interview may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by a competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional; 2) departmental promotional; 3) multidepartmental promotional; 4) servicewide promotional; 5) departmental open; 6) open. When there are two lists of the same kind, the older must be used first.

If you meet the requirements stated in this bulletin, you may take this examination. Possession of the entrance requirement(s) does not assure success in the examination or placement on the employment list. All candidates who pass the examination described in this bulletin will be ranked according to their scores.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination and fingerprinting may be required. In open examinations, an investigation may be made of employment records and personal history.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES WILL BE HIRED

FOR CURRENT CDCR TESTING INFORMATION CALL (916) 322-2545
Telecommunications Relay Service (TRS): DIAL 7-1-1
www.cdcr.ca.gov

THIS CANCELS AND SUPERSEDES ALL PREVIOUSLY ISSUED BULLETINS